In the Claims:

The following is a complete listing of the claims pending in the present application:

1.   (Currently amended) A method of comparing numerical survey scores based upon differing scoring response scales <u>from different service providers, the method</u> comprising:

        receiving at least one first survey score based on a first response scale;

        receiving at least one second survey score based on a second response scale;

        <u>converting both the first and second survey scores to score percentages values, thereby allowing the translation of one set of scores into the other, wherein the lowest score of each survey receives a value of zero percent, and the highest score for each survey receives a value of 100 percent, and wherein intermediate scores between the lowest and highest scores for each survey are assigned pre-selected percentage values between zero and 100 percent;</u>

        <u>pooling said converted scores into a combined data set;</u>

        <u>determining a mean score distribution of said combined data set; and</u>

        <u>comparing said converted scores between different service providers.</u>

        ~~creating a first converted score by converting each first survey score to a common response scale; and~~

        ~~creating a second converted score by converting each second survey score to a common response scale.~~

2.   (Currently amended) The method of claim 1 further comprising:

        standardizing the ~~first and second~~ <u>pooled</u> converted scores <u>by dividing the number of surveys provided by each service provider by a specified number and then multiplying each survey from said service provider by the resulting quotient.</u>

3.   (Currently amended) The method of Claim 2 further comprising:

        calculating a ~~first primary~~ mean score ~~based upon the first~~ <u>for all</u> converted scores <u>contributed by each service provider after said scores are standardized;~~and~~</u>

        ~~calculating a second primary mean score based upon the second converted scores.~~

4.   (Currently amended) The method of claim 3 further comprising:

~~combining the first and second converted scores into one combined data set; and~~ resampling the combined data set and calculating the mean of each sampled score to calculate [a] the mean score distribution.

5.   (Currently amended) The method of claim 4 further comprising:

utilizing the standard error of the mean to perform ~~providing~~ statistical tests of differences between the ~~first and second primary~~ mean scores for different service providers.

6.   (Original) The method of claim 4 further comprising mapping individual scores from the mean score distribution.

7.   (Original) The method of claim 6 wherein the mapped scores are transmitted to at least one service provider.

8.   (Original) The method of claim 6 wherein the mapped scores are utilized for assessing at least one service or product provider's performance.

9. (Currently amended) A computer software program tangibly embodied in a computer readable medium, the program including machine-readable instructions executable by a computer processor for performing a method of comparing numerical survey scores based upon differing scoring response scales <u>from different service providers</u>, the computer program steps comprising:

receiving at least one first survey score based on a first response scale;

receiving at least one second survey score based on a second response scale;

<u>converting both the first and second survey scores to score percentages values, thereby allowing the translation of one set of scores into the other, wherein the lowest score of each survey receives a value of zero percent, and the highest score for each survey receives a value of 100 percent, and wherein intermediate scores between the lowest and highest scores for each survey are assigned pre-selected percentage values between zero and 100 percent;</u>

<u>pooling said converted scores into a combined data set;</u>

<u>determining a mean score distribution of said combined data set; and</u>

<u>comparing said converted scores between different service providers.</u>

~~creating a first converted score by converting each first survey score to a common response scale; and~~

~~creating a second converted score by converting each second survey score to a common response scale.~~

10. (Currently amended) The computer program steps of claim 9 further comprising:

standardizing the ~~first and second~~ <u>pooled</u> converted scores <u>by dividing the number of surveys provided by each service provider by a specified number and then multiplying each survey from said service provider by the resulting quotient.</u>

11. (Currently amended) The computer program steps of Claim 10 further comprising:

    calculating a ~~first primary~~ mean score ~~based upon the first~~ for all converted scores contributed by each service provider after said scores are standardized; ~~and~~ ~~calculating a second primary mean score based upon the second converted scores~~.

12. (Currently amended) The computer program steps of claim 11 further comprising: ~~combining the first and second converted scores into one combined data set; and~~ resampling the combined data set and calculating the mean of each sampled score to calculate [a] the mean score distribution.

13. (Currently amended) The computer program steps of claim 11 further comprising: ~~instructions for providing statistical tests of differences between primary scores.~~ utilizing the standard error of the mean to perform ~~providing~~ statistical tests of differences between the ~~first and second primary~~ mean scores for different service providers.

14. (Previously presented) The computer program steps of claim 12 further comprising: instructions for mapping individual scores from the mean score distribution.

15. (Previously presented) The computer program steps of claim 14 further comprising: instructions for transmitting the at least one mapped score to at least one service provider.

16. (Currently amended) The computer program ~~of~~ steps of claim 14 further comprising: instructions for assessing at least one service or product provider's performance.